

Project Neighborhood Participation Program for Land Use Actions

Citizens' Resource Guide



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Prepared by the
New Orleans City Planning Commission
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What is the Project Neighborhood Participation Program?

The Project Neighborhood Participation Program, or Project NPP, creates a process to enhance opportunities for property owners, neighbors, and neighborhood organizations to participate in land use decisions that affect them. This guide provides how-to information for applicants who must undertake the Project NPP process as part of an application to the City Planning Commission.

What is a Land Use Action?

“Land use actions” are actions that can potentially impact how a piece of land is used, such as allowing a certain type of business to be located there or changing the site’s zoning. Listed below are land use actions that are subject to the Project NPP process.

Applications for each of these are submitted to the City Planning Commission. The Project NPP process is part of the “pre-application” phase, meaning that the Project NPP process has to be completed and a summary report submitted as part of the application. Once the application is submitted, the City Planning Commission staff evaluates the application and writes a staff recommendation. Each application will then be heard and voted on through a public process.

Which land use applications are subject to the “pre-application” Project NPP?

- Zoning Map Amendments
- Conditional Uses
- Planned Developments
- Variances (except for single and two-family dwellings)¹
- Future Land Use Map

Master Plan Amendments

What is the purpose of the Project NPP?

- Encourage early citizen participation in the development review process;
- Open a dialogue between the applicant and affected neighborhoods and individuals; and
- Improve communications between the development community, citizens and city government.

Who are the participants?

There are two types of participants in the NPP process:

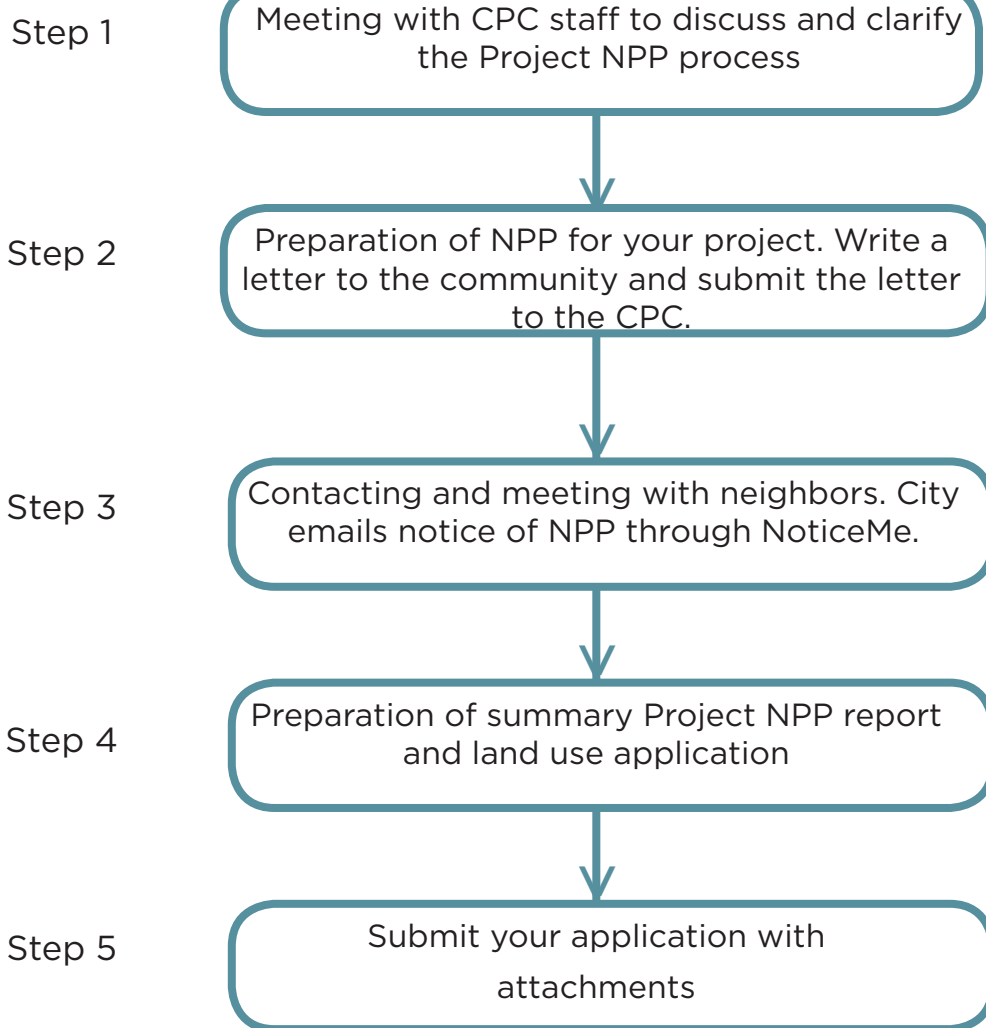
1. Applicants or duly authorized representatives who plan and carry out the Project NPP,
2. Persons who the applicant/agent should invite to attend the meeting(s) and comment on the project.

Invitees should include:

- Property owners, residents, and businesses within 300 or 600 feet of the subject property or project depending on the project’s size.
 - Sites or structures with up to 25,000 square feet will use the 300 feet radius.
 - Sites or structures 25,000 square feet or greater will use the 600 feet radius.
- Registered neighborhood and community groups whose boundaries include the project.
- The City Council member for the district where the

¹ It is recommended that you contact the neighborhood organizations for any variance request.

Steps for Land Use Applications including the Project NPP Process



site/project is located.

What is the process for inviting people to comment on the project?

Applicants should schedule a pre-application meeting with one of the City Planners (504-658-7033) to receive a list of the applicable neighborhood associations, the District City Councilmember, property owners and addresses within 300-600

feet of your application site. Invite these individuals or organization representatives in writing to a meeting to discuss your proposal. The invitation must be sent in writing at least 14 days prior to the meeting, but no more than 30 days in advance. The meeting must take place no more than 180 days prior to submission of the application. See the Project NPP checklist

to ensure all the proper information is included in the meeting invitation. The invitation may be hand delivered.

Where should the meeting take place?

If conditions are acceptable, the meeting can be held at the subject property, at the neighborhood association's scheduled meeting location or at a location convenient

to those within the 300-600 ft. radius.

What is discussed at the meeting?

The meeting(s) shall include a presentation and a discussion about the proposed project or request. Applicants should be sure to keep an accurate record of all comments, as well as a sign-in list of all meeting attendees. Additional meetings may be scheduled by the applicant, but do not have to be documented for compliance with this program. Agreement between the applicant and neighbors is not required.

The City's Neighborhood Engagement Office can:

- help develop a meaningful engagement strategy;
- assist with convening stakeholders; and
- assist with technical advice relative to the neighborhood meeting (framing, format, location, etc.)

Here is how to reach NEO:
City Hall, 1300 Perdido St.
8th fl, Suite 8E06
504-658-4980
neighborhoods@nola.gov

Do applicants have to post signage at the site of the proposed project?

Yes. Upon submitting a completed application, applicants are required to post signage on the petitioned site for at least 15 calendar days prior to

If you are invited to participate in an NPP process:

- The meeting is your first opportunity to become informed about the proposed project and/or changes to the property's land use regulations. If you have comments or questions, please either plan to attend the meeting or submit written comments to the contact person listed in the letter.
- Think about whether you've been provided enough information to decide if you want to support or oppose the project. Among typical questions:
 - o For a business, what will be the hours of operation?
 - o Will the project affect traffic in the area? Noise?
 - o Is it a business that will sell alcohol?
 - o How is the landscaping? Fencing? Drainage?
- After the applicant has finished the Project NPP process and has applied to the City Planning Commission, the City will send public notices about when the Commission's public hearing on the project. The notice will include information on how you can submit written comments or speak at the meeting.
- You can sign up with Notice Me to get email updates and notification of this and other projects in your community at noticeme.nola.gov/
- Once the application is submitted, information about the proposed project will be available on the One Stop App at onestopapp.nola.gov/search.aspx



the public meeting. City Planning staff will give the applicant a sign for each side of the property's street frontage. The sign(s) must be posted in a location visible to passing pedestrians and motorists.

Project NPP Checklist for Applicants

(To Be Submitted with Application)

Step 1: Meet with the City Planning Commission staff. Provide the size of your site and the floor area of any existing or planned structures. The staff will verify the size(s) and will provide the contact list information. This information constitutes your Project Neighborhood Participation Program contact list.

	Site area: _____ sq. ft. (to be provided by applicant and verified by staff)
	Floor area of all structures (existing and/or planned): _____ sq. ft. (to be provided by applicant and verified by staff)
	Radius for notification is: ____ 300 feet (when site and floor area are less than 25,000 sq. ft.) ____ 600 feet (when either the site or floor area is greater than or equal to 25,000 sq. ft.)
	Outlined area map of notification radius (printout of appropriate buffer showing lot lines, contact names and addresses)
	Owner(s) of record of subject property and all properties within notification radius (from Assessor's office)
	Addresses of subject property and all properties within notification radius (separate list with property addresses may be addressed to "Occupant")
	All neighborhood associations with boundaries within which any portion of the subject property is located (Notify the neighborhood groups through email and U.S. mail).
	CPC staff and the City Council member for the district where the project is located.

Source: Comprehensive Zoning Ordinance Article 3, Section 3.3.B.

Step 2: Choose a meeting site and provide typed notice of NPP meeting. This invitation must be sent to the contact list and the CPC staff at least 14 days before the scheduled meeting and shall include:

	Type of land use application (zoning change, conditional use, planned development, variance(s), Master Plan Future Land Use Map amendment, etc.). Include corresponding citations from the Comprehensive Zoning Ordinance, including the zoning district(s), when applicable.
	A brief description of the project including the total floor area, square footage, of the site, number of units and floors, and any known required variances.
	Your contact information or contact information for a representative.
	Estimated start and end dates for any construction and estimated opening date for any non-residential component of the project.
	Indicate which techniques are being used to notify the contact list (USPS, certified mail, hand delivery, etc.).
	Date, time, and location of the neighborhood meeting (consult the Neighborhood Engagement Office at 658-4980 for help in finding a location and planning your neighborhood meeting).
	State how people and associations on the contact list will be informed of any changes to the proposal after the initial contact (people who sign in at the meeting will receive email updates, a project website will be kept up to date with changes, etc.).
	Attached a project site plan for a conditional use, planned development, or variance.

Source: Comprehensive Zoning Ordinance Article 4, Sections 4.2.D.2, 4.3.D.2, 4.4.E.2, and 4.6.D.2.

Project NPP Checklist (To Be Submitted with Application)

Step 3: Hold a Neighborhood Meeting(s).

	The meeting location should be convenient to the invited parties, ADA accessible, indoors, climate controlled and with adequate seating for attendees.
	Meeting must be held no less than 14 and no more than 30 days after the date that notice of the meeting is provided to the contact list.
	Provide a sign-in sheet which includes space for name, address and contact information.
	Provide comment cards that meeting attendees may use to express their questions and concerns.
	Provide required handouts from the City Planning Commission. These include information about the applicable zoning district(s), and instructions on how to register for and use the City's online notification tools.
	Follow the sample agenda provided by the City Planning Commission. Explain the proposal and allow time for questions and answers.
	Keep a record of all comments and concerns that are discussed at the meeting.
	Application to the CPC/BZA must be submitted within 180 days of the meeting (or most recent meeting if additional meetings were held).

Source: Comprehensive Zoning Ordinance Article 4, Sections 4.2.D.2, 4.3.D.2, 4.4.E.2, and 4.6.D.2.

Step 4: Prepare a Summary Report that contains the following:

	The dates, times, and locations of all meetings held with interested parties.
	The total number of people that participated in the process (the number of people who attended all meetings, as well as any others who made contact via other means, as evident from sign-in sheets, emails, etc.).
	A list of any concerns, issues, and problems expressed by the participants. A statement as to how each concern, issue, and problem is addressed and how the applicant intends to continue to address them.
	Include the following attachments: Contact List with the names of the individuals and entities that were noticed (at a minimum, this must include the contact list provided by the CPC staff), NPP Meeting Invitation, NPP Comment Cards, Neighborhood Email Notices, and Meeting Sign In Sheet.
	If applicable, include the following attachments: copies of letters, emails, affidavits, newsletters, publications, and petitions received in support of or in opposition to the proposed project, as well as any other materials pertaining to the notification process.

Source: Comprehensive Zoning Ordinance Article 4, Sections 4.2.D.2, 4.3.D.2, 4.4.E.2, and 4.6.D.2.

Step 5: Submit your land use application. The NPP Summary Report and attachments must be included with the application (including everything in Step 4). Be sure to obtain all other required items for your application before submitting it to the City Planning Commission staff. This should include application forms, photographs, surveys, plans, elevations, fees, etc., depending on the type of application. Application information can be found on the City Planning Commission website at nola.gov/city-planning/applications/

Step 6: Place signage provided by CPC on site at least 15 days before the scheduled public hearing date. Take a photo of the posted signage and send to CPC.

NPP Community Meeting Invitation (Conditional Use)

February 10, 2016 (must be at least 14 Calendar days before the meeting date)

Dear Neighbor:

My company, Convenience Pharmacy, L.L.C. , owns a building at 123 Commercial Avenue. We would like to open a new pharmacy at that location. It would operate as a convenience store and pharmacy with a drive-through window. Hours of operation would be 9 a.m. to 9 p.m. Monday through Saturday, and 10 a.m. to 6 p.m. Sunday.

The site is located in an (insert corresponding zoning classification) HU-MU Neighborhood Mixed-Use District , where a drive-through window is a Conditional Use, according to (insert corresponding CZO citation) Article 12, Section 12.2.A (Table 12-1) of the Comprehensive Zoning Ordinance which means we are required to apply for approval to put in a drive- through. The site is a two-story commercial structure with a combined square footage of (insert corresponding square footage of site) 25,000 square feet. (Insert whether or not parking is provided and if any variances are being requested.) On-street parking will be provided and no variance or waivers are required.

Because you are a nearby neighbor or otherwise interested in the neighborhood, I am inviting you to a meeting where you can learn more about what we propose, and present questions or concerns. Our application has to be heard by the City Planning Commission and the City Council and we are required to do this before we submit our application to the City Planning Commission.

The meeting will take place:
Tuesday, March 1st, 2016 at 7:30 pm
ABC church cafeteria, at 456 Residential Ave.

This letter is being delivered through U.S. Mail and through hand delivery. At the meeting, I'll provide a sign-in sheet to obtain email addresses, so that I can keep you updated if there are any changes to the plans. I've enclosed my site plans to give you a better idea of what we'd like to do. The pharmacy would occupy approximately half of the block on which it would be located, with the front pedestrian entrance on Residential Street and the drive- through accessed through a parking lot entered on Commercial Street. The site is now a former fast-food restaurant that we'd renovate. If we receive approval, we plan to start the construction work within a month of the approval, and estimate that the work should take about three months.

If you are unable to attend and would like to receive info from the meeting, please feel free to contact me. If you have any additional questions or comments, here's how to reach me. I hope to see you at the meeting on March 1st.

Sincerely,

John Smith
Abc123@emailaddress.com
504-123-4567

NPP Community Meeting Invitation (Zoning Change)

February 10, 2016 (must be at least 14 Calendar days before the meeting date)

Dear Neighbor:

My company, Sweet Treats, owns a building at 123 Commercial Avenue. We'd like to open a new standard restaurant. It would be open for breakfast and lunch. Hours of operation would be 7 a.m. to 3 p.m. Monday through Saturday, and 10 a.m. to 2 p.m. Sunday.

The site is located in an (insert corresponding zoning classification) HU-RD2 Two-Family Residential District, where a restaurant is not allowed, according to (insert corresponding CZO citation) Article 11, Section 11.2 (Table 11-1) of the Comprehensive Zoning Ordinance. Therefore we are applying for a zoning change to a (insert corresponding zoning classification) HU-B1A Neighborhood Business District in order to operate a standard restaurant. The site is a single-story residential structure with a combined square footage of (insert corresponding square footage of site) 5,000 square feet. (Insert whether or not parking is provided and if any variances are being requested.) On-street parking will be provided and no variance or waivers are required.

Because you are a nearby neighbor or otherwise interested in the neighborhood, I am inviting you to a meeting where you can learn more about what we propose, and present questions or concerns. Our application has to be heard by the City Planning Commission and the City Council and we are required to do this before we submit our application to the City Planning Commission.

The meeting will take place:
Tuesday, March 1st, 2016 at 7:30 pm
ABC church cafeteria, at 456 Residential Ave.

This letter is being delivered through U.S. Mail and through hand delivery. At the meeting, I'll provide a sign-in sheet to obtain email addresses, so that I can keep you updated if there are any changes to the plans. I've enclosed my site plans to give you a better idea of what we'd like to do along with a list of the permitted uses within the HU-B1A. If you are unable to attend and would like to receive info from the meeting, please feel free to contact me. If you have any additional questions or comments, here's how to reach me. I hope to see you at the meeting on March 1st.

If you are unable to attend and would like to receive info from the meeting, please feel free to contact me. If you have any additional questions or comments, here's how to reach me. I hope to see you at the meeting on March 1st.

Sincerely,

John Smith
Abc123@emailaddress.com
504-123-4567

Project NPP Report

(Example - To Be Submitted with Application)

Date of Report: August 12, 2015

Project Name: Convenience Pharmacy

Overview: This report provides results of the implementation of the Project Neighborhood Participation Program for property located at 1234 Canal Boulevard on the southwest corner of Read and Venus Streets. The applicant intends to file an application to rezone the property from HU-RM2 to C-2 to permit a pharmacy with a drive-thru window. This report provides a summary of contacts with citizens, neighbors, public agencies, and interested parties. Opportunities have been provided to learn about and comment on the proposed plans and actions. Comments, sign-in lists, petitions, letters, summary sheets, and other materials are attached.

Contact:

John Smith
1234 Anyname Street
New Orleans, LA 70112
504-555-1212
Email: blackandgold@email.com

Neighborhood Meetings: The following dates and locations of all meetings where citizens were invited to discuss the applicant's proposal [comments, sign in lists, and other feedback are attached].

1. August 5, 2015 - Holly Green Neighborhood Center, 150 Willow Street, 7pm - 8pm, 45 people in attendance.
2. August 10, 2015 - Golden Care Senior Center, 444 St. Xavier Street, 5pm - 6pm, 10 people in attendance.

Correspondence and Telephone Calls:

1. July 23, 2015 - letters mailed to contact list, including homes, apartments neighborhood associations, churches, and schools.
2. July 24, 2015 - fliers distributed within 300 ft. radius of the proposed pharmacy site.
3. August 11, 2015 - discussed proposal with neighbor Mary Smith via phone call.

Results:

There were 100 persons/addresses invited to the community meeting. See summary below:

1. Summary of concerns, issues and problems:
 - Increased traffic in adjacent neighborhood.
 - Impact on school students within 200 feet of the site.
 - Increased noise.
 - Lighting glare on adjacent properties.
2. How concerns, issues and problems will be addressed:
 - Traffic will be routed to arterials to avoid impact on the neighborhood.
 - Parking lot lights will be low glare sodium type positioned away from adjacent properties.
 - The pharmacy drive thru window will close by 8pm, reducing noise impacts on the adjacent properties.
3. Concerns, issues, and problems not addressed and why:
 - The pharmacy should not have a negative impact on the nearby school.

NPP Meeting Sign In Sheet

Project Name/Location:

Meeting Date/Time:

Meeting Location:

[illegible]

HOLDING A NEIGHBORHOOD PARTICIPATION PROGRAM MEETING

Recommended Considerations for Choosing an NPP Meeting Site and Providing Notice of the Meeting

- Appropriate meeting venues include church halls, schools, libraries, community centers, hotels, businesses, and neighborhood association meeting locations. Inappropriate meeting venues include adult establishments and other places where some people might not feel comfortable.
- Choose a time that may maximize participation in the NPP meeting. Setting a very early or very late hour or a date that is a holiday does not show good faith with the community. Many neighborhoods prefer a meeting time in the early evening on a weekday. Using a regular neighborhood association meeting as your NPP may be an option as long as it is understood all required invitees and interested parties can attend.
- In your meeting invitation, encourage people who can't attend the meeting to provide you with their questions and comments in another way. This could be through email, phone, a project website or social media.
- If plans for your project are ready, include them with the meeting invitation.

Recommended Considerations for Conducting the NPP Meeting

- If you believe your application will require technical studies such as environmental or traffic impact analyses or if you plan to supplement your required submittals with such studies, consider making such professionals available at the NPP meeting.
- Record the meeting by video or audio tape. This will ease your ability to accurately write the NPP meeting summary, a required part of the land use application. At a minimum, designate a person to write notes as the meeting is being conducted, rather than relying on the memory of the speaker.

Recommended Actions After the NPP Meeting

- Follow up with NPP meeting attendees by emailing them a copy of your NPP Meeting Summary and application. Let meeting attendees know of any changes you have made since the NPP meeting.
- If the proposed project characteristics change significantly, consider holding an additional meeting.

Lucky Lane Bowling Neighborhood Participation Meeting

SAMPLE AGENDA

Date: March 1, 2016

Location: The Bean Gallery Café

I. Welcome

- Introduction of speakers and their relationship to the project.
- Provide a tour of the space (if at petitioned site).
- Provide at minimum a site plan of the proposed project. If a Conditional Use, Planned Development or Variance request.
- Provide use and area regulations chart handouts.

II. Description of the Project

- Describe your project proposal in detail.
- State the specific citations from the Comprehensive Zoning Ordinance that pertain to your request.
- Note the zoning district where the site is located and whether you are requesting a zoning change.
- State the total square footage for the site, the floor area of existing and proposed structures, number of units and floors.
- Clearly state any proposed waivers that may be requested as well.
- State how your proposal will impact and benefit the immediate neighborhood.

III. Public Comment

- Allow a reasonable amount of time to receive public questions and concerns.
- Consider having relevant designers or professionals on hand to answer questions specific to any site design, traffic impact analysis etc.
- Receive the public comment without interrupting the speaker whether you agree or disagree.

IV. Summary

- State how the comments and suggestions will be addressed, or if you will need to get back to attendees with additional information.

Lucky Lane Bowling Neighborhood Participation Meeting

V. Next Steps

- Let attendees know your timeline for submitting your application (no more than 180 days from the date of the meeting.)
- Make sure you attendees know how to stay updated on your proposal request. Provide handouts for interested parties to sign up for NoticeMe updates and other online tools.

CITY OF NEW ORLEANS ONLINE TOOLS

CITY PLANNING COMMISSION WEBSITE

nola.gov/cpc

The City Planning Commission website hosts a number of important documents and tools. CPC meeting agendas, videos, and staff reports can be viewed on the website as well as regulatory and planning documents such as the Comprehensive Zoning Ordinance and the Master Plan.

COMPREHENSIVE ZONING ORDINANCE

czo.nola.gov

The entire text of the Comprehensive Zoning Ordinance can be viewed on this website.

NOTICEME

noticeme.nola.gov/

NoticeMe is a personalized notification tool that emails citizens to inform them of opportunities for public input on proposed land-use changes. This system that offers a way for interested parties to stay informed for land use proposals in an individually selected area. Once registered, the email address will receive notices of when a public hearing is scheduled and when a report is ready. You will also be notified of the action of the City Planning Commission or Board of Zoning Adjustments.

ONE STOP APP

<http://onestopapp.nola.gov/search.aspx>

The One Stop App pulls up-to-date information directly from the City's official record. This tool is used by homeowners, businesses, licensed professionals, developers, contactors, and other interested citizens to:

- Find information about a permit, license, planning project, or violation in progress.
- Initiate an application for many types of permits and licenses without coming to City Hall.
- Pay with credit cards for permits and licenses online.
- Research what has been permitted, licensed, or cited at a particular location or during a user defined time frame.

PROPERTY VIEWER

property.nola.gov

The Property Viewer provides zoning and land use information for all properties within the City of New Orleans. The Property Viewer displays “layers” of information that includes the Master Plan Future Land Use Map, zoning districts, and the locations of site-specific zoning actions approved by ordinance which includes Conditional Uses, Exceptional Uses, and Planned Development Districts. Links are provided that can take the viewer to the applicable section of the Comprehensive Zoning Ordinance and Assessor records.

NPP Meeting Comment Card

Date: _____

Name/Address of Project: _____

Comment/Question: _____

Contact Information (optional): _____

Name email

Address

NPP Meeting Comment Card

Date: _____

Name/Address of Project: _____

Comment/Question: _____

Contact Information (optional): _____

Name email

Address

NPP Meeting Comment Card

Date: _____

Name/Address of Project: _____

Comment/Question: _____

Contact Information (optional): _____

Name email

Address

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Comment/Question: _____

Contact Information (optional): _____

Name email

Address